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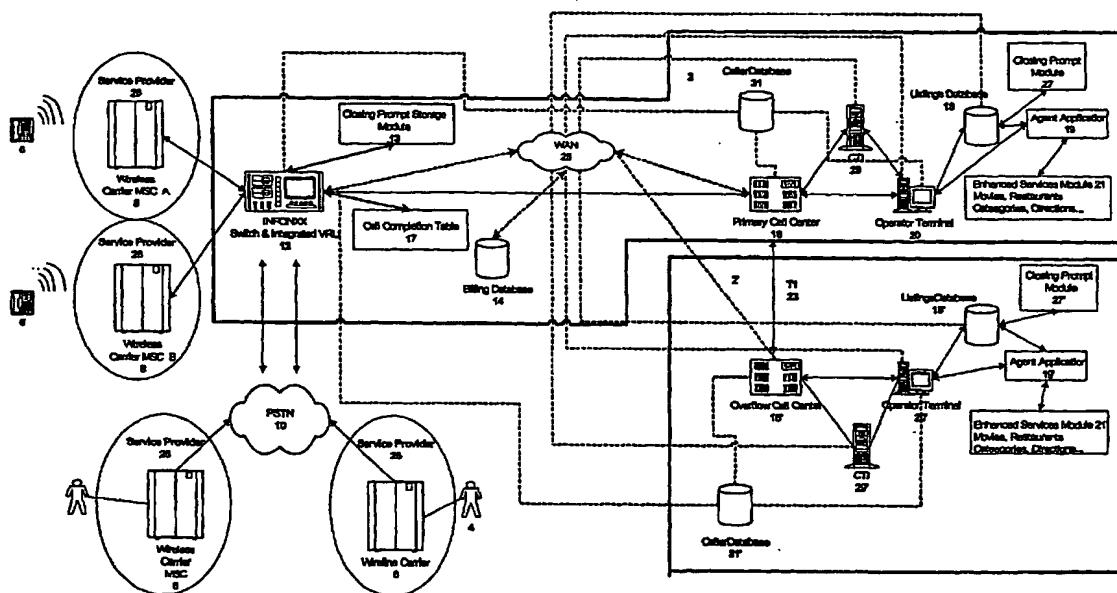
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[Continued on next page]

(54) Title: **COMMUNICATION ASSISTANCE SYSTEM AND METHOD**



(57) Abstract: The present invention is directed to a communication assistance system comprised of a first database (18) having a plurality of listings where each of the listings has at least one contact name and a corresponding contact number. A telephony hardware (12) is provided, configured to couple a telephone device (6) of a user to the system. A past requested listing table is also provided for at least one of the users of the system, configured to store past requested listings obtained from the database, as requested by the user. When the user contacts the system with the telephone device, the system recognizes the user and forwards the past requested listing table to an operator terminal of the system.